

# RETURN TO WORK

## WITH EXCELLENCE CHECKLIST

Excellence Canada has developed this checklist to help you reset, rebuild, and return to a safer and healthier workplace. Please consult this complimentary copy of *Return to Work with Excellence Checklist*, as we help you navigate through these uncertain times of COVID-19.



## LET'S GET STARTED...

The COVID-19 pandemic has challenged companies to make those difficult decisions concerning returning to the workplace. Excellence Canada's checklist can help confirm your organizations' readiness to return to the new normal.

The ***Return to Work with Excellence Checklist*** aligns to Excellence Canada's Standards for Excellence that provide frameworks for proven success in building a safe and healthy workplace culture.

To guide your planning:

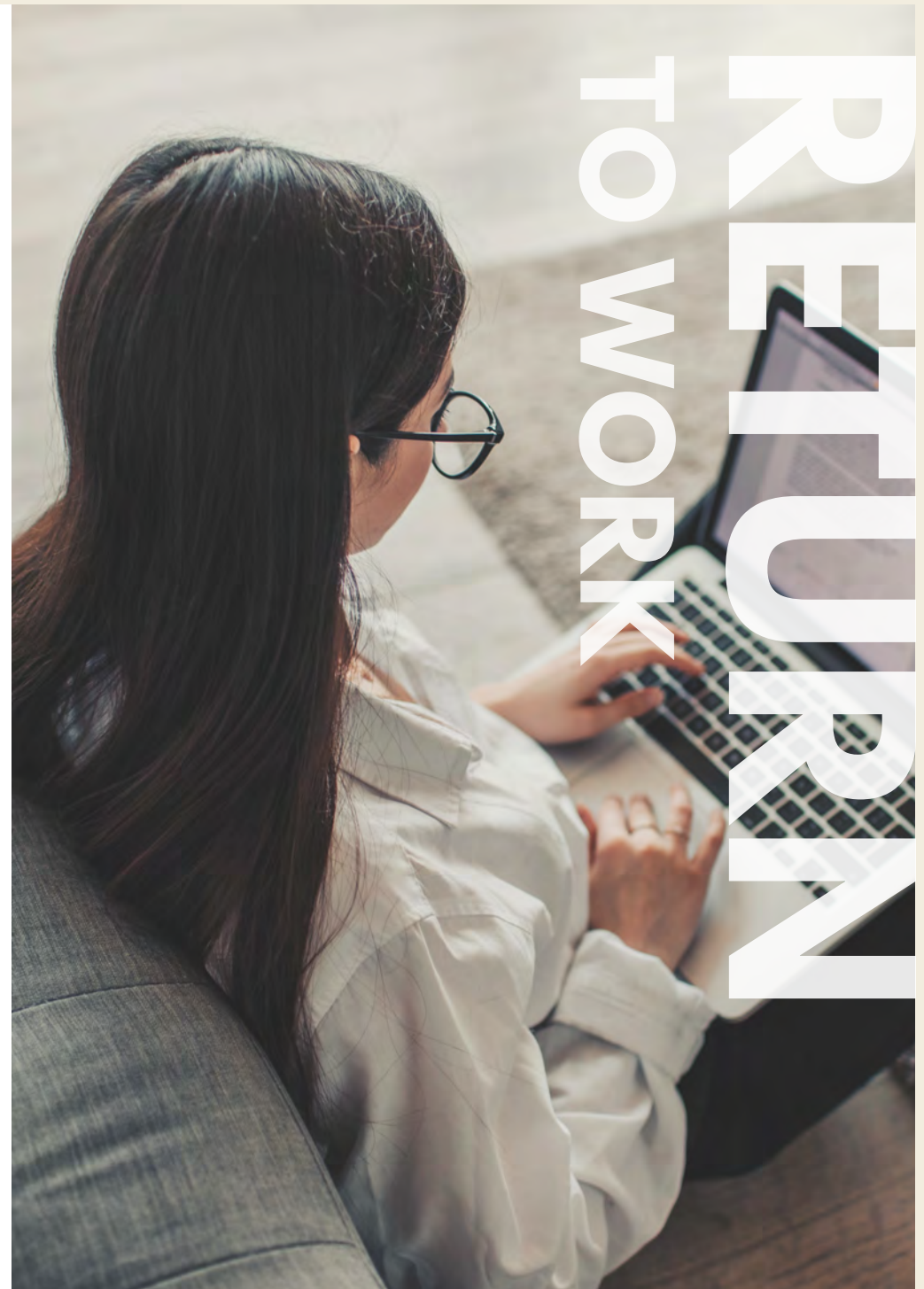
- Complete the *Return to Work with Excellence Checklist* and discuss your results internally
- Create an action plan to address gaps
- Communicate

You're off to a great start!

### CONTACT US

If you have any questions or would like further guidance as you work through the *Return to Work with Excellence Checklist*, Excellence Canada is your committed partner in excellence.

[maryana@excellence.ca](mailto:maryana@excellence.ca)  
t. (416) 251 7600 x240  
tf. (800) 263 9648  
[www.excellence.ca](http://www.excellence.ca)



# RETURN TO WORK

## WITH EXCELLENCE CHECKLIST

CHECKLIST	COMPLETED	IN PROGRESS	NOT STARTED	ASSIGNED TO INDIVIDUAL(S)
1. Leadership is committed to protecting and promoting health, safety and well-being of workers and the workplace, and demonstrate timely and flexible response to modifying and updating workplace policies, procedures, and necessary documentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Leadership is committed to safeguarding Values and Culture – Ensure principles of transparency, accountability, integrity, diversity, inclusivity and ethics are demonstrated in policies, practices, communications, and leadership actions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Update, communicate and implement new health and safety policies and practices across the organization to address the risks associated with the COVID-19 pandemic.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Train all management staff on obligation and responsibility to provide a safe and healthy workplace in relation to COVID-19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Ensure proper resources are available and information is easily accessible and communicated to employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Promote use and provide access to appropriate technology to ensure compliance to physical distancing practices for workplaces.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7. Manage customer needs and expectations and ensure customers and suppliers are informed on policies and procedures for doing business in times of COVID-19 – shut down and reopening.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

CHECKLIST	COMPLETED	IN PROGRESS	NOT STARTED	ASSIGNED TO INDIVIDUAL(S)
8. Monitor Health Canada, Canadian, Occupational Health and Safety (CCOHS) websites for information and updates relating to Covid-19 issues in the workplace and communicate changes to appropriate stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9. Monitor local, federal and provincial government requirements and directives, including public health communications to ensure compliance in reopening, and related legal requirements and guidance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10. Workplace location – continue to monitor community regulations and requirements as they may differ between cities or province	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11. Monitor travel restrictions, school closures, and public transportation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12. Update policies and protocols for travel, time-off, working remotely, flexible work schedules and employee contract agreements for changes in duties, compensation, work hours and work location.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13. Communicate updated work policies and protocols to all employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14. Develop policies for accommodating employees’ return to work, including high risk employees, employees with childcare or sick family member responsibilities, and employees with concerns for health and safety, including ‘refusal to work.’	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15. Principles of diversity and inclusivity are considered in all aspects of employee health, safety planning for the return to workplace, e.g., training, equipment, facilities, space, technology, mental health supports, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

CHECKLIST	COMPLETED	IN PROGRESS	NOT STARTED	ASSIGNED TO INDIVIDUAL(S)
16. Create and implement a response and communication plan for all stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17. Assign a point of contact and secondary point of contact for the communication and response plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18. Communicate prevention measures consistent with Health Canada recommendations and guidelines.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19. Communicate <i>Return to Workplace with Excellence</i> plan to all stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20. Provide consistent and frequent communications with employees and customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21. Identify a coordinator or point person to be responsible for all Covid-19 related issues in the workplace.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22. Inform employees of who the contact in the organization is to reach out to with issues and concerns and the process for doing so.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
23. Return to Workplace Safety Plan to maintain healthy and safe business functions and to clarify roles and responsibilities for employees, customers and the public, where applicable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24. Changing workplace needs are identified and communicated, including physical distancing requirements, required resources, individual needs, e.g., ergonomic workspace requirement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25. Employees are involved in identifying workspace solutions (i.e., through employee survey, focus groups, appropriate representation on committees, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

CHECKLIST	COMPLETED	IN PROGRESS	NOT STARTED	ASSIGNED TO INDIVIDUAL(S)
26. Preventative measures guidance is available for employees on how to protect themselves during work, home and while in public spaces, including promotion of self-screening and reporting of symptoms, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
27. Procedures for responding when an employee, customer, or other individual present in the workplace becomes ill, as well as other procedures that support workplace requirements during COVID-19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28. Training is provided on the use of personal preventative equipment (PPE), i.e., face masks/shields, gloves, gowns, eye protection, as necessary, and good hygiene practices while at work and at client/offsite location.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
29. The appropriate use of PPE and good hygiene practices are monitored and enforced, as per directives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
30. Virtual daily check-in and reporting of symptoms process in place (e.g., portal).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
31. Environmental cleaning and disinfecting protocols, including increased cleaning of workstations and common areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
32. Physical distancing measures are promoted and enforced (i.e., Spacing, barriers), with well thought-out solutions in place for common areas such as kitchens, lounges, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
33. Promote a healthy workplace - Engage and involve employees in decisions that affect their work, health, safety, and wellbeing (e.g., increased communications, daily check-in's, employee surveys, tools, and resources.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



## CHECKLIST

	COMPLETED	IN PROGRESS	NOT STARTED	ASSIGNED TO INDIVIDUAL(S)
34. Assessment results (surveys, focus groups) including priorities and related action plans are communicated across the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
35. Safeguard employee mental health - Support and encourage employees to take care of their mental health, through increased communications, daily check-ins, monthly surveys, tools, resources, and training are available as necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
36. Address any barriers to participation or use of health and wellness programs and resources with an action plan to remove barriers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
37. Flexible sick leave policies and procedures, including disability management protocols, are communicated consistently to all managers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
38. Managers are provided guidance/tools to ensure consistent connection with team members and the ability to gather input and feedback.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
39. Policies regarding the organization's social responsibility practices, including employee volunteer programs, community outreach programs, etc., have been updated and communicated to all stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
40. Workload issues and expectations are addressed, including the need for work life balance and flexibility, and changes are communicated to employees, i.e. work from home, work hours, accommodation for those with children at home.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
41. Review Enterprise Risk Plan (Supply Chain risk, Technology risks, Regulatory/Legal risks, Financial, Internal Controls/Accountabilities, Human Capital).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
42. Identify alternate supply chains for critical goods and services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

## CHECKLIST

	COMPLETED	IN PROGRESS	NOT STARTED	ASSIGNED TO INDIVIDUAL(S)
43. Review business continuity/contingency plan to ensure ongoing service in case of disruption.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
44. Train all applicable employees on business continuity plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
45. Workplace health and safety risk assessment, to identify risks, hazards, and opportunities for improvements to be made before returning to work, is conducted including COVID-19 transmission rates in the workplace. Results are shared and employees are encouraged to participate and provide solution.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
46. Risks are identified and prioritized, including social, economic, and health (physical and psychological) impacts to the workplace.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
47. Planning for safe work includes the assessment of the impact of the changing physical space, work processes, and job design on the physical and psychological health and safety of all employees. Employees are involved to provide input and solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
48. Emergency Response Plan is reviewed and updated for processes, plans, resources, and training requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	